

Passenger Services Team Leader

Division: Aviation

Location: London Southend Airport

Shift pattern: Full-time 40 hours per week

Salary: £19,938 per annum

Reporting to: Passenger Services Supervisor

What's the role?

Working in the Front of House Team you will be assisting the Head of Customer Service and Service Delivery Manager to ensure that the service delivered to our customers is consistently professional and to an exceptionally high standard. All processes must be performed in a smooth, timely and accurate manner. You should be able to demonstrate a hard-working, adaptable attitude, and be able to thrive on variety in the workplace.

What will I be responsible for?

- Responsible for the Front of House (FOH)/Passenger Services Team (including check in and boarding, ticket desk, customer service, PRMs, and lost property).
- Ensure that health and safety and adherence to London Southend Airport, customer airlines, and regulatory bodies' processes and procedures are maintained at all times.
- To ensure the overall passenger experience at London Southend Airport is of an exceptional standard at all times.
- Ensure effective communication with the FOH team on duty through staff briefings, and to ensure information and updates are disseminated to appropriate staff.
- Ensure memos/station instructions are read and signed by team
- Ensure staff knowledge on product, work with the supervisor to coach team.
- Allocation of staff duties, breaks, and equipment to ensure operational efficiency.
- Ensure effective communication with all airport departments to maintain the smooth running of the operation.
- To drive revenue within the team.
- Active leadership, monitoring and auditing of staff and operational performance.
- Ensure communication with operations/dispatch and the supervisor in the event of delays. Attend regular meetings with the operations team to discuss turnarounds and work together to improve service and team work

- Coaching and development of staff through appraisals and performance reviews. To achieve optimum staff performance, development and retention.
- If viable, provide support to the wider airport teams, such as security.
- Carry out any other reasonable task as requested.

Qualifications and experience:

- Previous experience in Passenger Services is essential
- Knowledge of airline systems and procedures.
- English and Maths GCSE grade C or above are essential.
- Inspirational leadership.
- Desire to deliver exceptional customer service.
- Champions continuous improvement.
- Proactively promotes working together.
- Effective communication and relationship building.
- Accuracy in both theoretical and practical workplace applications – an eye for detail.
- Sound data analysis ability
- A problem solver – an ability to work on one's initiative.
- Ability to deal effectively with difficult people.
- First class interpersonal skills.
- Demonstrable evidence of enhancing the customer service.

How to Apply:

All applications should be made in writing to Human Resources at LSAHR@southendairport.com with:

- An updated CV
- covering letter

Note: For your application to be considered it is essential that you can provide a full 5-year checkable history and are able to obtain a clear criminal record check.

Please provide details of relevant skills, experience and qualifications to support your application.

Please note that, if you have not had a response within 4 weeks of submitting your application you have not, regrettably, been successful on this occasion.